



**FOR A SPECIFIC QUERY REGARDING THE
BREASTSCREEN AUSTRALIA PROGRAM IN
YOUR STATE OR TERRITORY, CONTACT DETAILS
ARE BELOW.**

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BreastScreen
AUSTRALIA

A joint Australian, State and Territory Government Program

**BREASTSCREEN
AUSTRALIA –
OUR COMMITMENT
TO QUALITY**

**BreastScreen Australia
and quality**

All BreastScreen Australia Services are regularly reviewed to ensure you are getting a high quality service. This brochure describes BreastScreen Australia's approach to measuring and demonstrating the quality of the services we provide.

Measuring quality

The performance of every BreastScreen Australia Service is measured by assessing how closely it meets a set of nationally agreed standards. Over 170 standards cover all the different parts of the BreastScreen Australia Program.

All BreastScreen Australia Services are visited regularly by teams of people who review the Services' performance in relation to the national standards. A national quality committee, which includes women who represent consumers' views, looks at the results of each review. The committee gives the Service a quality measure, known as an accreditation level.

In between these reviews, all Services regularly measure themselves against the national standards. In addition, each Service provides an annual report to the national quality committee on key standards.

Accreditation: a sign of quality

Accreditation is the process that evaluates the overall Service. All Services must participate in the accreditation process to be part of BreastScreen Australia. The accreditation system includes checking that Services meet standards through visits, self-assessment and reporting to the national quality committee.

Services are only accredited if they are providing you with an acceptable quality of service.

- Those that are very successful are given accreditation for four years. They monitor their own performance and are reviewed again in four years.
- Others receive accreditation for two years, and are reviewed again after that time.
- Services can also receive two year accreditation with high priority recommendations. This means there are particular standards the national quality committee recommends they improve upon. Their managers and the national quality committee monitor these Services more closely.

How we demonstrate quality

Accredited Services receive a certificate for public display within their premises.

The colour of the certificate indicates the level of accreditation the Service has achieved.

- BLUE** Four year accreditation with commendation (provides an exceptionally high quality service).

LAVENDER Four year accreditation (provides a high quality service).

GREEN Two year accreditation (provides a good quality service).

YELLOW Two year accreditation with high priority recommendations (provides a good quality service and needs extra work to meet particular nominated standards).

BEIGE Provisional accreditation (a new Service or one re-entering the Program).

Tell us what you think

BreastScreen Australia cares about your views on the quality of the service you have received. If you would like to provide feedback on any aspect of your visit to a BreastScreen Australia Service, please fill out a feedback form.

Forms are available from staff at your Service or from the BreastScreen Australia website at www.breastscreen.info.au We take your comments seriously and will follow up with you if you wish.

FOR MORE INFORMATION ABOUT BREASTSCREEN AUSTRALIA, VISIT OUR WEBSITE AT WWW.BREASTSCREEN.INFO.AU

FOR GENERAL INFORMATION ABOUT THE PROGRAM OR TO MAKE AN APPOINTMENT PLEASE PHONE 13 20 50.